

FAIRFAX AREA AGENCY ON AGING

VOLUNTEER JOB DESCRIPTION

POSITION TITLE: Meals on Wheels Volunteer Group Coordinator
for Tysons Towers Apartments

PROGRAM: Home-Delivered Meals

AREA OF RESPONSIBILITY:

- ◆ **Goal:** Assist frail or convalescing homebound, older adults in receiving the Home-Delivered Meals service at Tysons Towers Apartments. Schedule people to deliver the meals, Monday through Friday.

- ◆ **TASKS:**

1. Accept new client referrals by phone or e-mail sometime during business hours, Monday through Friday.
2. Contact new clients to explain policies and procedures related to meal delivery and payment for cost of meals.
3. Contact food provider to arrange start up or cancellation of meal service for clients.
4. Provide volunteer deliverers with names and apartment numbers of Meals on Wheels recipients, adding or removing clients as necessary.
5. Keep track of weekly meal count (number of meals prepared by food provider) and communicate this information weekly to group treasurer.
6. Maintain client confidentiality.
7. Consult with Fairfax Area Agency on Aging staff person if client appears to have other problems that need attention.
8. Develop a monthly schedule of people who will deliver meals, Monday through Friday.
9. Schedule substitutes on a short-term basis when a scheduled deliverer is unavailable – might include same-day substitutions.
10. Inform new volunteers of policies and procedures related to meal delivery.
11. Assist in recruiting volunteers for Tysons Towers meal delivery. Fairfax Area Agency on Aging will provide publicity for volunteer recruitment.

TIME COMMITMENT:

- ◆ Prefer minimum one-year commitment to the program.
- ◆ Person needs to be reachable by phone or e-mail during the day in order to accept referrals or cancellations from Fairfax Area Agency on Aging staff person.
- ◆ Coordinators average approximately fifteen hours per month in performing tasks.

QUALIFICATIONS:

- ◆ Good telephone presence/communication skills.
- ◆ Understanding of elderly issues/concerns particularly pertaining to homebound elderly.
- ◆ Organizational skills.
- ◆ Flexibility.

VOLUNTEER BENEFITS:

- ◆ Coverage under the County's secondary liability insurance program.
- ◆ Mileage reimbursement for business related to arranging for meal service or delivery of meals to clients.